

## **WATER OPERATIONS SUPERVISOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Water Operations Supervisor exists is to promote teamwork and continuous improvement in the direction and supervision of skilled crews in the installation, maintenance and repair of the City's Water and Wastewater distribution and collections systems and equipment. This classification is supervisory. This position reports to the Water Operations Director.

### **ESSENTIAL FUNCTIONS**

Provides the leadership and direction for crews of employees who install, maintain and repair the City's water and wastewater distribution and collection systems. Prioritizes and schedules all skilled production work; orders and maintains an adequate inventory of spare mechanical parts; and maintains preventative maintenance schedule of mechanical components and overall system equipment.

Oversee various contracts; city wide pump maintenance, sewer main cleaning, pump site painting, emergency generator maintenance, manhole cover painting, pump site weed control and motor repair.

Observes and monitors performance of staff to determine compliance with prescribed operating and safety standards. Communicates goals; develops plans and measurement for evaluation and evaluates performance of personnel. Investigates and follows up on complaints or disciplinary actions. Supports employee involvement in decision-making to assist them in meeting individual goals and promotes positive employee attitudes.

Maintains a safety program meeting all OSHA standards. Writes safety procedures.

Troubleshoots complex equipment failures; and assists in the resolution of technical problems.

Performs and monitors Water/Collection system changes via telemetry/Scada System. Communicates professionally with citizens and City staff verbally through one-on-one or group settings, two-way radio or telephone. Responds to citizens questions/complaints and ensures State and Federal regulations are met.

Communicates with the general public, private contractors, other government agencies as well as other City employees in a professional, courteous manner.

Assists in establishing and maintaining various work management data; prepares activity reports and audits work activities to ensure compliance with planned programs.

Demonstrates an ability to communicate about and manage organizational changes.

Attendance and punctuality are essential to this position.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### Knowledge of:

Technical responsibilities of operating and maintaining a water distribution and wastewater collection system.

Must have good working knowledge of the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances.

Ability to:

Direct and support crews performing a variety of duties at a variety of skills levels.  
Observes, review and check the work of staff members to ensure conformance to standards.  
Produce written documents with clearly organized thoughts.  
Prepare effective reports and performance evaluations.  
Prepare, justify and present an annual budget.  
Work rotating weekend shifts and a call-out schedule.  
Perceive and interpret customer needs and translate them into effective solutions and operational policy.  
Establish and maintain effective working relationships with co-workers, supervisors, contractors and the general public.  
Enter data or information into a terminal, PC or other keyboard device.  
Communicate effectively both verbally and in writing.  
Listen and communicate effectively with a diverse group of people.  
Prioritize own and others schedule and work tasks and complete work within specified time periods and deadlines.  
Move and lift heavy objects (50 pounds or more) both short and long distances.  
Walk up and down stairs and over rough terrain.  
Work in adverse conditions, including extreme hot temperatures, cold temperatures, wind, rain and a high volume of noise.

**Education & Experience**

Three years experience in the installation, maintenance and repair of water and wastewater facilities. Some supervisory experience is desirable.

No major driving citations in the last 39 months for all driving positions.

Must possess, or obtain within one year of hire, a Distribution and Wastewater Collection (Grade III) certification from ADEQ. A Distribution and Wastewater Collection (Grade IV) certification is desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified